



**“Hi, I’m Edward Mambruno  
and my office is here to assist  
you.”**

### ***Regional Office Hours***

Call for information when the  
Ombudsperson will be in the following  
Regions;

- Eastern
- North Central
- Northwest
- South Central
- Southwest

Toll Free (866) 737-0331

### ***Feedback***

To better address the concerns of its  
constituents and the needs of its consumers,  
Please respond to:



for  
Mental Retardation

**460 Capitol Avenue  
Hartford, CT 06106**

**Toll Free (866) 737-0331  
Phone: (860) 418-6047  
Fax: (860) 418-8707**

**Email: [ed.mambruno@po.state.ct.us](mailto:ed.mambruno@po.state.ct.us)**

***Edward Mambruno, Ombudsperson***

***Office of the  
OMBUDSPERSON  
For  
Mental Retardation***



## *Purpose*

### **DO YOU HAVE A PROBLEM WITH THE DEPARTMENT OF MENTAL RETARDATION'S (DMR) SERVICE?**

The **Ombudsperson's Office** is here to help you.

If you have a problem:

- First talk to the CASE MANAGER
- If that doesn't take care of it, talk to the CASE SUPERVISOR
- If you are still dissatisfied, talk to the REGIONAL DIRECTOR

If none of these help, **TALK TO THE OMBUDSPERSON'S OFFICE**

The office will keep the complaint confidential  
The office will try to resolve the problem  
If the Ombudsperson cannot find a solution, he will call on someone who can!

The Office **CAN ONLY HANDLE** problems related to **DMR'S CLIENTS**

The Office **CANNOT HANDLE:**

**LABOR/MANAGEMENT** problems or **Employee Grievances.**

Problems which **DO NOT INVOLVE DMR.**

i.e. problems of people not yet receiving services.

## *Operating Philosophy*

The independent Office of the Ombudsperson for Mental Retardation can help you get an early decision when you do not agree with decisions made by DMR, its regions, and/or providers. Equity of treatment and resolution of your problems are the office's priority.

Once the Ombudsperson hears about your problem, he will look for possible solutions. He will then develop a plan to find a solution to the problem that is acceptable to you and the DMR regions or providers involved. Finally, he will help you use this plan to get satisfaction.

**YOUR NEEDS COME FIRST.  
WE WANT TO KEEP YOU SATISFIED  
WITH DMR'S SERVICES.**

**CALL ON US BY:**

**Telephone**

**E-mail**

**Visit me at 460 Capital Avenue, Hartford,  
CT 06106, or call me toll free at, (866)  
737-0331, to arrange a meeting.**

Your caseworker can also arrange for an appointment on your behalf.

**OUR AIM:**

**Free inquiry  
Civil, sympathetic treatment  
Mutual respect  
Prompt attention to your problem**

**WE ARE HERE TO SERVE YOU**

## *What the Ombudsperson does*

In accordance with Public Act 99-271, the Ombudsperson is expected to:

- ⇒ Provide information and assistance to constituents concerning DMR related rules, regulations and procedures.
- ⇒ Review issues raised by constituents then refer these issues to an appropriate official or to initiate an effective process for resolution.
- ⇒ Facilitate resolution of disputes not resolved at the local level, regarding regional and/or Central Office personnel or operations, potential violations of ethics standards or concerns with financial impropriety.
- ⇒ If all else fails the office may go beyond the standard administrative procedures of DMR.
- ⇒ Report monthly to Council on Mental Retardation.

## *Processing Complaints*

A **Complaint/Concern Form** is available on the Ombudsperson's website at [www.state.ct.us/dmr](http://www.state.ct.us/dmr). Complete the form and submit, or write your complaint/concern to:

**Office of the Ombudsperson for  
Mental Retardation  
460 Capitol Avenue  
Hartford, CT 06106**